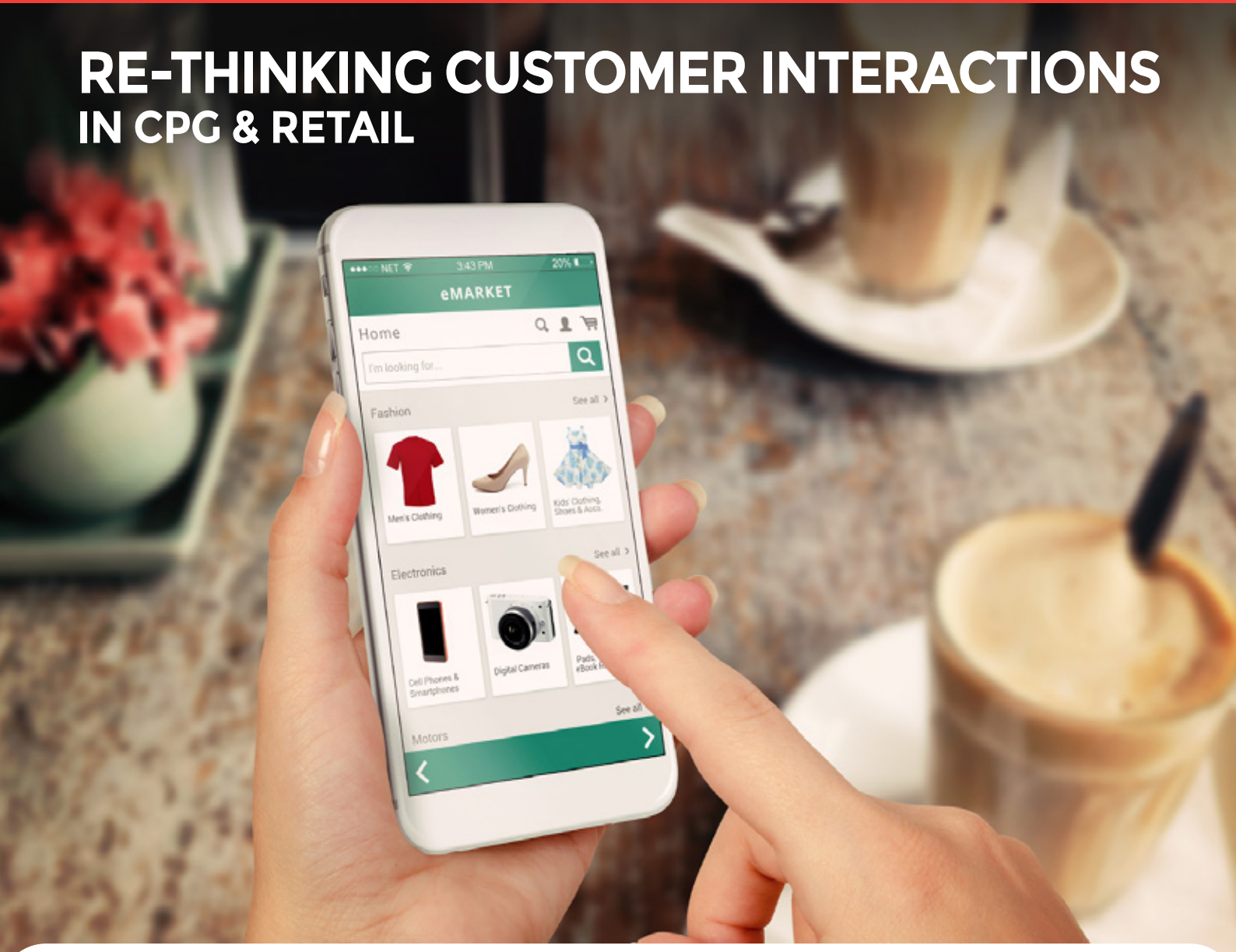




WNS' CUSTOMER EXPERIENCE (CX) SOLUTIONS FOR E-COMMERCE

RE-THINKING CUSTOMER INTERACTIONS IN CPC & RETAIL



We understand your challenges in CX...



Managing variability in demand & volumes



Delivering superior customer engagement across channels

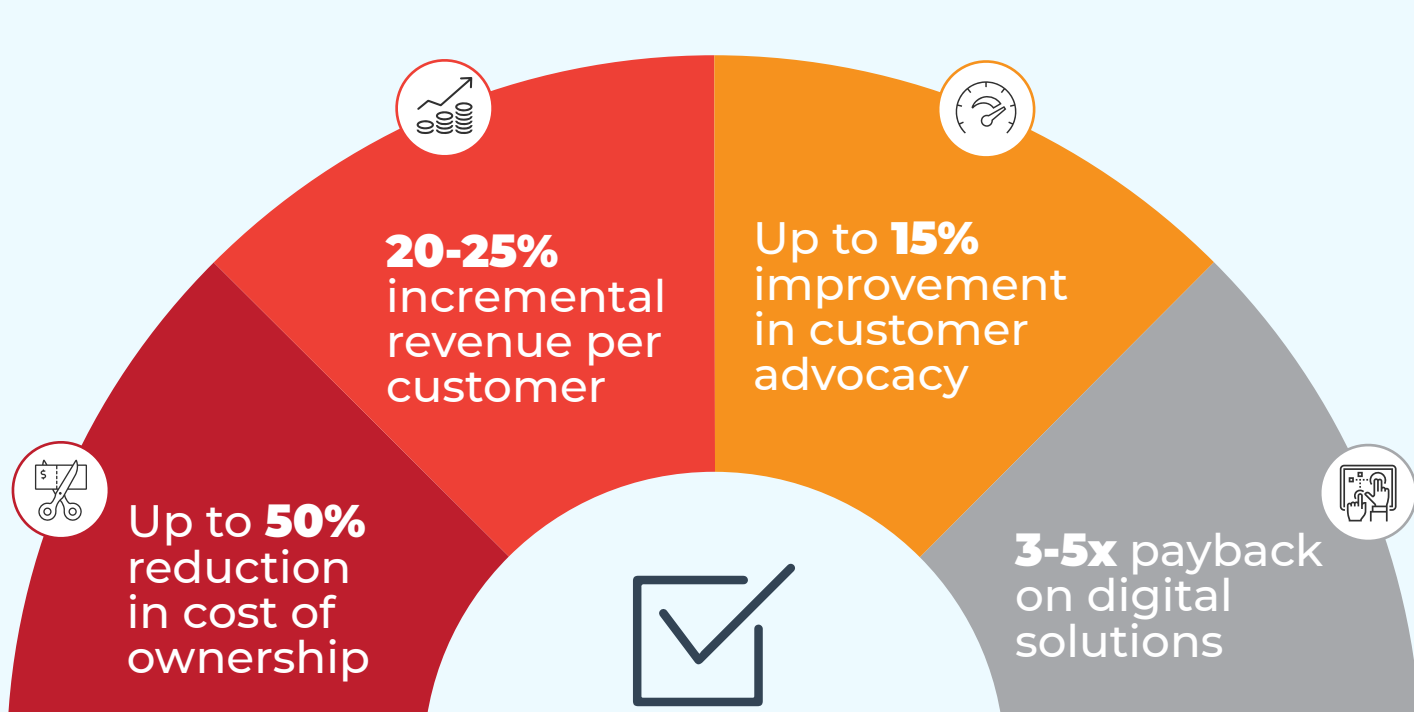


Improving conversions & order value



Enhancing loyalty & customer retention

We can transform your CX by delivering...



WNS EXPIRIUS Solution for a Digital Landscape

Driving CX with empathy & speed

Customer Service, Sales Order Management, WISMO, Account Management, Returns, Supplier Management, Loyalty, Fraud Management, Online Merchandising, Content Management, SEO / SEM



Agile Global Delivery Model

57 global delivery centers augmented by future-ready talent & best-in-class infrastructure



Analytics & Insights

Drive hyper-personalized conversations, & improve customer engagement & loyalty



Deep Domain Expertise

18500+ customer service professionals with experience in servicing **60+** customers in **30+** languages



Digital Toolset

Reduce costs & improve experience through contact channel optimization & digital

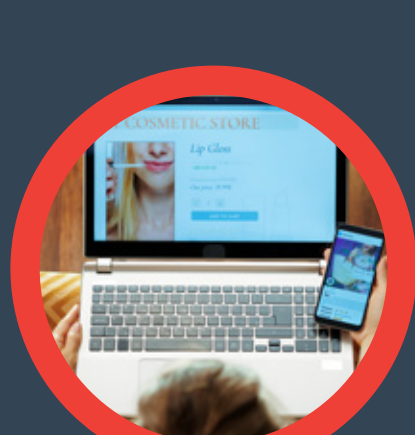


Engagement Models

Flexible engagement models: Transaction-based, outcome-based & total cost of ownership

Multi-channel engagement across voice, e-mail, synchronous & asynchronous chat, social, web & apps

Exceptional Value Generated for Global Companies



Leading Retailer of Cosmetic Products

- **20%+** improvement in customer satisfaction scores
- **25%** improvement in digital penetration
- **~20%** reduction in order cycle time

During COVID-19, we enabled the company to seamlessly absorb 40% spike in business volumes



Global Catalog Retailer

Set up new customer service & sales operations in **<15 days** to support a sudden surge in online volumes



Leading Online Travel Platform

- Set up a Sales & Service CoE; rapid ramp up to build operations with **3,000+** full-time employees
- **30%** improvement in customer satisfaction scores
- **40%** improvement in sales conversions

START YOUR EXPIRIUS JOURNEY NOW!



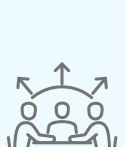
Engage with us



Quick diagnosis or analysis of your operations



Co-create bespoke solutions



Rapid pilot deployment

Know more about WNS' CX capabilities

About WNS

WNS (Holdings) Limited (NYSE: WNS), a leading Business Process Management company, has been co-creating digital-led solutions with marquee clients to drive cost savings in Finance and Accounting, Customer Experience, Procurement and Analytics. Our solutions have enabled diverse businesses across 10+ industries to re-imagine their digital future and transform their outcomes with operational excellence.

To know more, visit [wns.com](https://www.wns.com)

